

The Maine Library Commission is seeking accurate, up-to-date information about the ability of public libraries to meet the minimum standards listed in Maine Public Library Standards 2000. Your help in completing and returning this application before the end of April is much appreciated.

## SURVEY

### Minimum Public Library Standards Achieving Quality Library Service in Maine April 14, 2004

LIBRARY: \_\_\_\_\_  
PERSON COMPLETING SURVEY: \_\_\_\_\_  
COMMUNITY: \_\_\_\_\_  
Community population served: \_\_\_\_\_

#### Governance

1. The governing authority hires the library director and delegates to him/her full professional responsibility for administering and managing the library, its policies, personnel and finances, as well as selection of materials.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

2. The Board meets at least four times a year.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

3. The library board adopts ALA's *Library Bill of Rights*, the *Freedom to Read Statement*, the *Freedom to View statement* and *Access to Electronic Resources*.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

4. The Board assures that library statistics and financial records are kept and that both statistics and financial records are incorporated into a written annual report made to the community.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

5. The library board has adopted written by-laws which outline the Board's purpose, set the frequency of meetings, define the number of board members, specify the procedures for the appointment of committees, specify operational procedures and address conflict of interest issues.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
6. The library director completes and returns the Annual Report to the Maine State Library.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
7. The library belongs to the Maine Regional Library System.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
8. The library director manages the library on a daily basis. She/he plans, organizes and directs a balanced program of library services that serve all people in the community.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
9. The library director measures and evaluates the effectiveness of library services in relation to the changing needs of the community.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

## **Physical Facilities**

1. The library periodically reviews its five-year plan for space needs based on community study findings and changes in use of space, services, size of collection, types of materials and staffing levels.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
2. The public library building complies with building, fire, safety, sanitation and other applicable federal, state and local codes and legal requirements.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
3. There is a budget allocation and program for the maintenance of the building and grounds.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
4. There is a long-range plan for addressing the capital maintenance needs of the building and for securing funds for that maintenance.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
5. The exterior of the library is well lit and appropriate and highly visible signs that include hours of service identify the library.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

6. A fireproof depository for the return of library materials shall be available when the library is closed and shall be located in a safe, well-lit area.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
7. Professional quality signage identifies service areas and the library's collections: e.g. Reference, Children's Room, Large Print Books and so on.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
8. There is at least one well-maintained public restroom.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
9. Emergency plans have been developed in accordance with appropriate codes; evacuation routes, fire exits and fire extinguishers are clearly marked.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
10. The library has a specific area for children's services.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
11. The library building and furnishings meet state and federal requirements for physical accessibility, including the *ADA Accessibility Guidelines for Buildings and Facilities (ADAAG)*.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

## Collections

1. The library has a written policy for the selection and deselection of library materials and for general collection development which addresses the *Library Bill of Rights*, *Free Access to Libraries for Minors* and the *Freedom to Read* and *Freedom to View Statements*.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
2. The materials selection policy includes a procedure for handling complaints, questions, and comments about materials along with a procedure for responding to these concerns.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
3. The library provides no fewer than 6000 volumes.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
4. The library provides an up-to-date bibliographic card catalog or automated catalog arranged and indexed in the most useful form for patrons.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

## Services

1. The library should provide adequate hours of service and a schedule that is convenient to the public. The following table should serve as a guideline in establishing minimum hours of service.

<b>Population</b>	<b>Minimum Hours</b>	<b>Distribution</b>
-999	15	3 days
1000-2499	20	3 days
2500-4999	25	5 days
5000-9999	40	5 days
10,000-24,999	50	6 days
25,000-74,999	60	6 days

In the distribution of hours per week, a library should be open a minimum of 4 hours after 5pm and on weekends.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

2. Library hours should be posted and publicized in the community.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

3. The library's circulation practices and policies protect patron confidentiality.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

4. The library has a telephone and the number is listed in both the yellow and white pages of the telephone directory.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

5. The library cooperates with other libraries to provide interlibrary loan and other information services. This service is widely publicized in the library and in the community.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

6. The library should annually calculate at least the following performance measures:

- Circulation per capita
- Library visits per capita
- Registration as a percentage of the population served
- Program attendance per capita
- Public workstation usage

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

## Personnel

1. Library directors should meet the following criteria

*Current Library Directors are "grandfathered" for this standard.*

<b>Population Served</b>	<b>MLA Certification Level Or MLS Degree</b>
Under 5000	Level V or VI
5000 or over	MLS Degree

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

2. Every library, no matter how small, should have a permanent, paid staff member, scheduled to work a minimum of 25 hours per week, who is responsible for the administration of library services.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
3. For safety and security reasons, all libraries have at least two persons, (one may be a volunteer), scheduled at all times the library is open.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
4. The library has a written personnel policy which is reviewed annually and is in compliance with local, state and federal employment laws.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
5. Library employees must be paid at least minimum wage.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
6. Funding for training/travel is an established regularly budgeted item in the library's operating budget.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

## Technology

1. The library has at least one public access computer workstation connected to the Internet through the MSLN or other Internet service provider.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
2. Staff members subscribe to the statewide listserv, MELIBS-L and other professional listservs.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
3. The library has a technology plan that is reviewed annually and submitted to the Maine State Library as required.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

## Marketing

1. The library has an exterior sign which clearly identifies the building as a library.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress
2. The building is clean, safe, uncluttered and easy to use. The library staff and board conduct an annual walk-through of library facilities to assess the image the library projects.  
\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

3. The library distributes a brochure describing the library facilities, resources, services, hours and rules.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

4. Customer's interests come first when evaluating and developing policies and procedures.

\_\_\_\_\_yes\_\_\_\_\_no\_\_\_\_\_in progress

Please attach any comments to a separate piece of paper and submit with this form. Thank you!

